Abstract of the Disclosure

A network-based system is provided for enabling agent-users of the system to obtain current client-status information related to clients of an information-source facility connected to the network in order to optimize callback-connection success from the agent-users to the monitored clients. The system comprises, a first server node connected to the information-source facility and to the network, a second server node connected to the first server node and to the network, the second server node accessible to the first server node, a network-capable appliance connected to the network, the second server node accessible to the network-capable appliance, an agent workstation connected to the network and to the first server node, the first server node accessible to the agent workstation and a software application distributed on at least the first and second server nodes, the software application enabling distribution of the client-status information. The agent-user operating the agent workstation accesses the first server node and subscribes to the client-status information, the client-status information is accessed from the second server node by the first server node and delivered to the requesting agent-user.